USER ACCOUNT REQUEST “Changes to Existing” QUICK CLICKS HIT LIST

Changes to Existing - (For a User/Employee/Vendor/Contractor/Partner who is in <u>same position</u>)

- Current user requires change to add/remove an <u>account</u> or change permissions to an existing account. (i.e. add OnBase account, if did not have it previously OR a change to Tiny Term headcount location)
- Current user requires change in access/permission to an existing folder or account (i.e. for example: need to be added to an existing Active Directory folder or removed from a security group or email distribution list)
- <u>Name Change</u> to a current user. Identify user’s current existing name, then in description box, detail what the new name should be changed to. This will require account actions be picked to identify what account’s the user has that will need the name change.

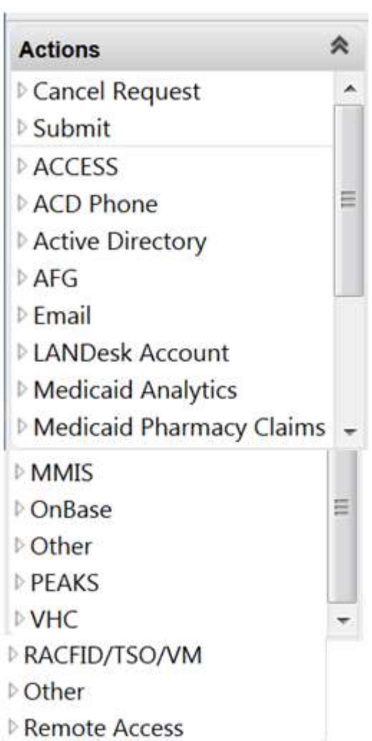
1. Login to LANDesk - instructions for login here if needed: http://dii.vermont.gov/support/service_desk/landesk/training

2. At Dashboard, Click on Submit User Account Request

3. At Employee Information screen, click in Type field and choose “Changes to Existing”

4. Fill in employee information fields… NOTE:
   - In Department field, this is an auto-prediction field that you can start typing the department’s call letters and it narrows choices for you to pick.
   - In Summary field, we recommend typing employee’s name and the request type. (Example: Jane Doe – Change to accounts)

5. Click SAVE button and this brings up account Actions to choose (see Screenshot)



6. Depending on what changes are needed to be made to the user will determine which account actions will need to be chosen.

7. Click on Active Directory account action if access to a network file/folder and/or security group membership needs to be added or removed – in Choose field pick “Existing”, then fill in form – Click SAVE & CLOSE which brings you back to action items

8. Click Email account action if needs to be added or removed from Outlook Public folders and/or Distribution lists – in Choose field pick “Existing”, then fill in form– Click SAVE & CLOSE which brings you back to action items

9. Click on any of the other Action accounts that this employee needs added <u>‘new’</u> (if did not have it previously) or removed (if no longer needed) – fill in form fields – Click SAVE & CLOSE which brings you back to action items

10. When finished choosing accounts for changes, Click on <u>Submit</u> in the Actions. This saves the total request and creates child requests to be worked on.

11. Notice that the Actions go away. Click on SAVE & CLOSE to get back to your Dashboard, which releases the ticket for analyst assignment.